Nortel Mobile Communication 3100

Web User Interface User Guide

Nortel Mobile Communication 3100
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Welcome

This section contains the following topics:

- **“Your Nortel MC 3100 Web UI” on page 5**
- **“MCC 3100 Web UI overview” on page 5**

Your Nortel MC 3100 Web UI

Operating in your mobile Web browser, you can use the Mobile Communication Client 3100 Web User Interface (MC 3100 Web UI) to access enterprise telephony features using the Mobile Communication 3100 solution.

> ***Note:*** All illustrations in this document are simulated. The MC 3100 Web UI panels may differ across devices.

MCC 3100 Web UI overview

With MC 3100 Web UI, you can perform the following tasks:

- Associate a single number-your office extension-with all of your outbound phone calls.
- Answer office calls on your mobile device or any defined device.
- Search for people in the corporate directory.
- See whether you have new voice mail messages in your mailbox.
- Statically redirect your incoming calls to an alternate contact number such as your home phone or another number.
- Communicate using of the following methods:
  - dial a number
  - select a contact from corporate search result
- Available outbound call modes:

- Call-me-First—In this mode, your calls are set up in two stages. First, the system calls you at the location of your choice. After you answer, the system calls the other party

- Available telephony features (support varies by network):
  - call hold and retrieve
  - call mute
  - supervised and unsupervised call transfer
  - call swap
  - caller ID/caller name display (information varies by network)
  - call timer
  - conference call

Getting started

This section contains the following topics:

- **“Enterprise requirements” on page 7**
- **“Hardware requirements” on page 7**
- **“Licensing” on page 8**

Enterprise requirements

The Nortel Mobile Communication 3100 Web User Interface (MC 3100 Web UI) requires the following applications at the enterprise site:

- Mobile Communication Gateway 3100
- Nortel Communication Server 1000 (CS 1000) Release 5.5 programmed with an account for each user

Hardware requirements

The MC 3100 Web UI supports the following minimum requirements:

- Mobile devices with:
  - a color screen
  - a web browser
  - a minimum screen size of 160 X 120.

  Web page rendering is dynamically optimized for higher resolution formats.

The Nortel MCC 3100 Web UI was tested using the default browsers on the following platforms:

- Microsoft Windows Mobile 6.0
- RIM BlackBerry
- Nokia

- Apple iPhone

Languages

English is the only supported language.

Licensing

Provided that there is sufficient capacity on the system, the first time you log in to the system you receive a license to use the MC 3100 Web UI. You retain this license regardless of your status on the network (logged in or out). Only the system administrator has the authority to revoke your license and make it available for another user.

Configuring the MC 3100 Web UI

This section describes how to configure the Mobile Communication 3100 Web User Interface (MC 3100 Web UI) and how to add a phone number or device.

> ***Note:*** MCC 3100 Web UI provides enterprise mobility features using the existing web browser on client devices. You are not required to install new client software to use Web UI.

The following topics are discussed:

- **"Accessing the MC 3100 Web UI" on page 9**
- **"Adding a phone number or device" on page 11**

Accessing the MC 3100 Web UI

You can use any computer (desktop PC or laptop) or your mobile device to access the MC 3100 Web UI.

Prerequisites

- Obtain the following from your administrator:
  - the MC 3100 Web UI URL
  - your user ID and password

Procedure

1. On your computer or mobile device, open a web browser.
2. In the **URL** box, type the MC 3100 Web UI URL provided by your administrator. For example, http://mc3100.customerxyz.com:8080/mp

   Note: If TLS is used, use port 8443.

3. Press **Enter**. The Login page appears.

4. For future ease of use, bookmark this URL.
5. In the **ID** box, type the ID provided by your administrator.
6. In the **Password** box, type the password provided by your administrator.
7. Select the **This is a shared device/browser** check box to automatically log a user off the MC 3100 Web User Interface when a Web session times out or is closed.

8. Click **Sign In**. The initial setup page appears with the following message: You have no phone numbers configured yet.

Note: The initial setup page appears only after you log on for the first time or if you delete all the phone numbers associated with your MC 3100 Web UI account.

9. Proceed to the next procedure.

Adding a phone number or device

After you access the MC 3100 Web UI for the first time, you receive a prompt to add a phone number or device.

Prerequisites

- Access the MC 3100 Web UI. See **"Accessing the MC 3100 Web UI" on page 9**

Procedure

1. Click **Settings** to add the initial phone number or device. The Settings page appears.

2. Click **Add a new device**.

3. In the **Device Name** box, type a unique name for the new phone number or device.
4. In the **Number** box, type the phone number associated with the device name.

   Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

5. Click **Save**.

Basic functions

This section contains the following topics:

- **“Logging on to the Web UI” on page 15**
- **“Making a call” on page 18**
- **“Searching the corporate directory” on page 18**
- **“Adding more devices” on page 21**
- **“Activating call routing” on page 24**
- **“Checking for voice mail” on page 24**
- **“Retrieving voice mail” on page 25**
- **“Mobile Do Not Disturb mode” on page 25**
- **“Mid Call features” on page 27**

Logging on to the Web UI

Complete this procedure to log onto the Mobile Communication 3100 Web User Interface (MC 3100 Web UI).

Prerequisites

- Obtain the following from your administrator:
  - the MC 3100 Web UI URL
  - your user ID and password

Procedure

1. On your computer or mobile device, open a web browser.
2. Click the bookmark that you previously created.

   OR

   In the **URL** box, type the MC 3100 Web UI URL provided by your administrator. For example, http://mc3100.customerxyz.com:8080/mp

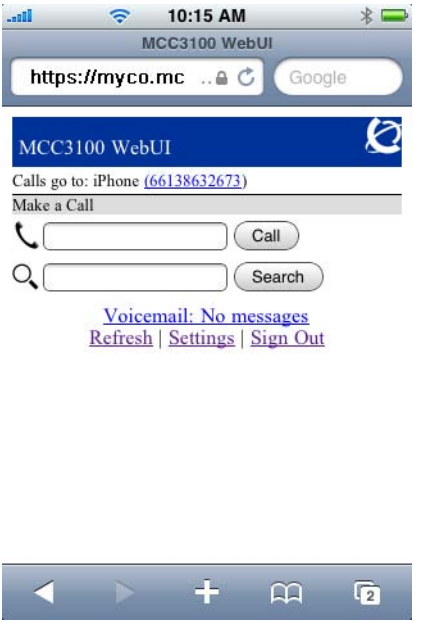
3. Press **Enter**. The Login page appears.

Figure 1: Login page on an iPhone (with keyboard)

Figure 2: Login page on an iPhone (with no keyboard)

4. In the **ID** box, type your SIP ID.
5. In the **Password** box, type your password.
6. Select the **This is a shared device/browser** check box to automatically log a user off the MC 3100 Web UI when a Web session times out or is closed.

7. Click **Sign In**. The home page appears.



Making a call

After you log onto the MC 3100 Web UI, you can make calls.

Procedure

1. On the **Home** page, in the box located to the right of the telephone icon, type the number to dial.
2. Click **Call**. The Home page lists the status of the call.
3. Answer the incoming call on the computer or your mobile device. Far end ringing continues until your party answers.

Searching the corporate directory

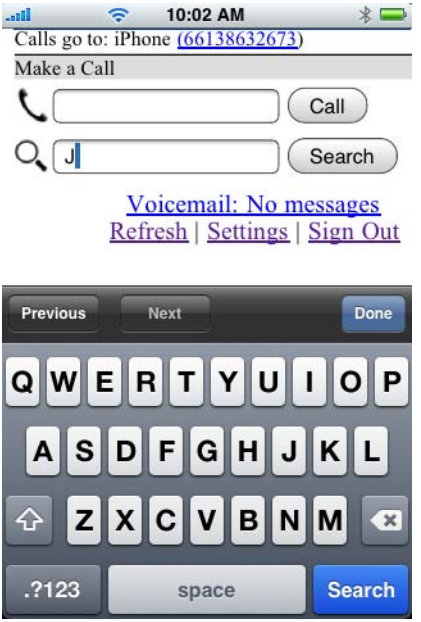
To search the corporate directory, complete this procedure.

Procedure

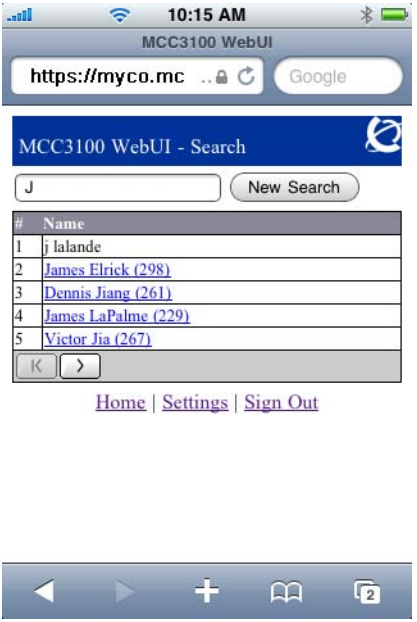
1. On the **Home** page, in the box located to the right of the magnifying glass icon, type a name (first or last) or search string.

Figure 3: Home page on an iPhone (no keyboard)

Figure 4: Home page on an iPhone (with keyboard)



2. Click **Search**. The search results appear on the Directory Search page.



The search results include all contacts where the first or last name match the entered search string. If no matches are found, the following message appears: nothing found.

3. Up to five entries appear on the screen. If there are more than five entries, click the right arrow (**>**) to navigate to the additional entries.
4. Entries with an extension numbers appear as a link. To call this entry, click the link.
5. To search again, in the box at the top of the page, modify the previous search criteria or delete and enter new search criteria, and then click **New Search**.

Adding more devices

To add more devices at which to be reached, complete this procedure.

Procedure

1. On the **Home** page, click **Settings**.

2. Click the **new** link. The Add a new device page appears.

3. In the **Device Name** box, type a unique name.
4. In the **Number** box, type a number that is reachable from within your enterprise infrastructure.

   Note: The format for the phone number must match the format for your enterprise infrastructure. If you are unsure of the format for your enterprise, contact your administrator.

5. Click **Save**. The Settings page appears listing the newly added device.

Activating call routing

Activate call routing to select a device as the default device for all incoming calls to your enterprise extension. You can select only one device at a time as your default device.

Procedure

1. From the **Home** page, click **Settings**.
2. On the **Settings** page, select the check box for the device that you want to select as the default device.

Checking for voice mail

To check for voice mail messages, complete this procedure.

Procedure

1. On the **Home** page, click the **Refresh**. The Home page refreshes and one of the following messages appear:
   - Voicemail: No messages
   - Voicemail: New messages

Retrieving voice mail

To retrieve voice mail, complete this procedure.

Procedure

1. On the **Home** page, click the **Voicemail: New messages** link. A call comes in on your PBX.
2. From your PBX, answer the incoming call. You are connected to your Enterprise voicemail system.

Mobile Do Not Disturb mode

To stop calls from being sent to your mobile device, enable the Do Not Disturb mode.

Procedure

1. On the **Home** page, click **Settings**. The Settings page appears.

2. On the **Settings** page, select the **Do not Disturb** check box. The Settings page refreshes.

Note: To disable the Do Not Disturb mode, clear the check box.

Mid Call features

While in active enterprise call, you can invoke the following features:

- **“Placing a call on hold” on page 28**
- **“Releasing a call from hold” on page 28**
- **“Placing a call on hold making another call” on page 28**
- **“Canceling a call” on page 28**
- **“Swapping two calls” on page 28**
- **“Executing a consultative transfer” on page 28**
- **“Executing a blind Transfer” on page 29**
- **“Executing a consultative conference” on page 29**
- **“Blind conference” on page 29**

Prerequisites

Ensure that you know the system prefix. By default, the prefix is *.

Placing a call on hold

While on a call, you can place a call on hold.

1. To place a call on hold, press **<prefix>6#**.

Releasing a call from hold

You can release a call that you placed on hold.

1. To release a call on hold, press **<prefix>7#**.

Placing a call on hold making another call

After you place a call on hold, you can place another call.

1. To hold a call and dial another, press **<prefix>1<number to dial>#**.

Canceling a call

You can cancel a call. For example, if you place a call on hold and make a second call, you can cancel the second call.

1. To cancel a call, press **<prefix>2#**.

Swapping two calls

You can swap two calls. For example, if you have a call on hold and are on a second call, you can place the second call on hold and make the first call active.

1. To swap two calls, press **<prefix>3#**.

Executing a consultative transfer

You can consult with a third-party during a call and then transfer the call to the third-party.

1. To execute a consultative transfer, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To transfer the call, press **<prefix>4#**.

Executing a blind Transfer

You can transfer a call directly to a third-party.

1. To execute a blind transfer, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>4# to transfer**.

Executing a consultative conference

You can consult with a third-party while on a call and then conference in the third party.

1. To execute a consultative conference, press **<prefix>1<number to dial>#**.
2. Consult with the third party.
3. To conference, press **<prefix>5#**.

Blind conference

You can directly conference in a third party.

1. To execute a blind conference, press **<prefix>1<number to dial>#**.
2. While the third party is ringing, press **<prefix>5#** to conference in.

Acronyms

Table 1 lists the acronyms used in this guide.

Table 1: Acronyms

Acronym	Full Name
MCC 3100	Mobile Communication Client 3100
MCG 3100	Mobile Communication Gateway 3100
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URL	Uniform Resource Locator

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